



U.S. Department  
of Transportation

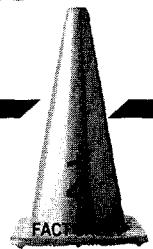
**Federal Highway  
Administration**

# Customer Driven Construction in Illinois

JULY 2000



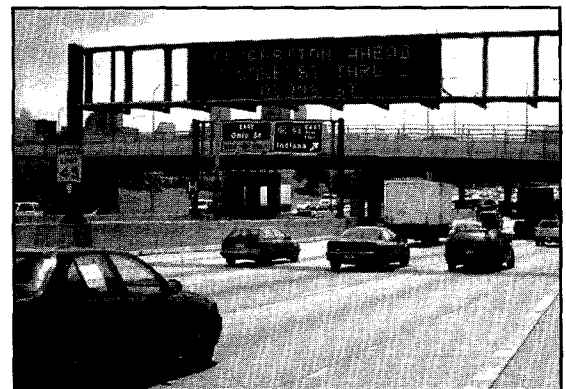
**Illinois Department  
of Transportation**



## Innovation During Reconstruction Project Improves Customer Mobility

The Illinois Department of Transportation (IDOT) recently completed an innovative reconstruction project using methods that reduced construction time and minimized motorist delays. Typically, Illinois interstate projects are limited to 8 kilometers (5 miles) of construction per project. With 29 kilometers (18 miles) of heavily traveled interstate needing rehabilitation and safety upgrades, IDOT combined multiple projects into one continuous segment and considered the effect of construction on its customers.

The combined project strategy limited construction-related delays to one summer instead of several. Through brochures and real-time information signs, motorists were advised of delays and alternate routes. These efforts greatly reduced the effect on businesses, local communities, and the 35,000 plus motorists using this stretch of I-57 each day.



## Quality/Innovation Award to IDOT for Meeting the Customer's Needs

According to the Federal Highway Administration's (FHWA) Dan Mathis, "IDOT's efforts in planning, designing, and constructing exceeded all previous large projects in reducing delays and inconvenience while improving safety." As a result, IDOT District 9 and Resident Engineer Travis Emery received the FHWA Illinois Division first annual "Quality/Innovation Award," presented during the 86th Annual Transportation and Highway Engineering Conference held at the University of Illinois on February 22-23, 2000.

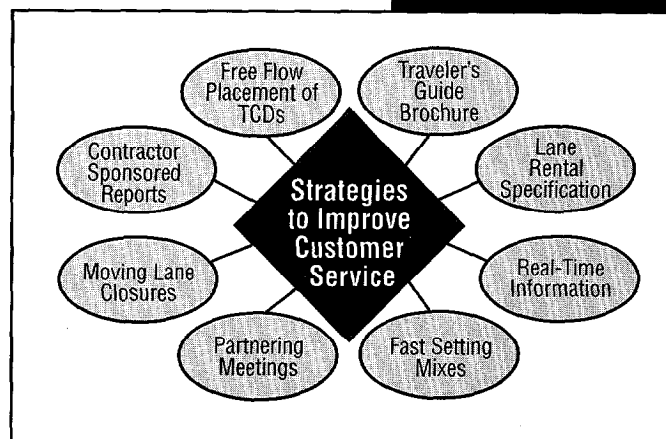
## Advances in Construction Management, Materials, and Contractor Cooperation

Huge by IDOT standards, the project scope and length involved over 136,000 metric tons (150,000 U.S. tons) of Superpave bituminous hot-mix and the seismic retrofitting and overlay of four bridges. Accelerated work schedules, a lane rental incentive/disincentive, and use of a real-time information network resulted in improved safety and reduced motorist delays. IDOT, in conjunction with contractors E.T. Simonds and Southern Illinois Asphalt, completed construction of this major truck route in the short time frame of just 4 months, more than 2 months ahead of schedule.

# Strategies to Improve Customer Service

Mathis said, "This unique project serves as a prototype of innovation in reducing impacts to motorists and local communities." The 1999 showcase project incorporated several new ideas and features not previously used in Illinois on resurfacing projects. The project innovations included:

- Publication and circulation of a "Traveler's Guide Brochure"
- Providing "real-time" information to motorists through use of portable changeable message boards
- Weekly informal partnering meetings held between IDOT and all contractors
- Moving lane closures/tapers more often to reduce the length of lane closures
- Contractor sponsored road reports
- Coordinated planning and use of lane closures by multiple contractors to minimize lane closures and construction time
- Lane rental specification (incentive/disincentive of \$14,000 per lane closure per day)
- Free flow placement of traffic control devices
- Utilization of fast setting patch mixes to reduce construction time.



Mathis said the I-57 project was an all around success. IDOT's contract incentives and innovative operations reduced the total project time from an estimated 3 to 4 construction seasons to just 4 months. The public benefited from the greatly reduced delay times and IDOT's commitment to minimize the impact of highway construction to motorists and the local community.

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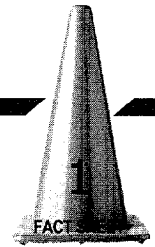
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# Oregon's QuickFax Service

JULY 2000



Oregon Department  
of Transportation



## Truckers Get Immediate Information on Traffic Delays and Closures



Commercial truckers can get up-to-the-minute information on closures and traffic delays on Oregon State highways through the Oregon Department of Transportation's (ODOT) QuickFax service. Bulletins are faxed to approximately 154 trucking companies and 30 truck stops to inform them of immediate traffic delays related to incidents or weather.

This system was developed through ODOT's public affairs department after a 1997 flood shut down many of Oregon's major highways. "We were trying to keep the media informed about the road closures and it would take about three hours to fax the information out to all who needed it," said Dave Davis, ODOT Region 2 Public Affairs. He said that by the time they got the information to all the media it was already outdated. Then U.S. West started a broadcast fax system, which delivers 50 faxes at once. This system cut notification time from 3 hours to 20 minutes.

## Information Helps Truckers Plan Their Trips

"It seemed natural to develop this system for the trucking industry. We contacted the Oregon Trucking Association and other organizations to ask them to subscribe to the service," said Davis. Initially the service had about 50 trucking companies and a few truck stops as subscribers, but the program has now become a staple of truckers in the Oregon area. Trucking companies call in and get on the broadcast fax list. When incidents and road closures occur, ODOT then sends an alert to QuickFax subscribers. The service's subscriber base reaches truck stops as far away as Virginia, Nebraska, Wyoming, and California, so truckers heading into Oregon from those locations can have advance warning of any long-term road closures.

Oregon Department of Transportation

**Traffic Alert**

**Region 2** Clatsop, Tillamook, Yamhill, Polk, Marion, Lincoln, Lincoln, Benton and Lane Counties

Date:

Time:

00-000-B2

For More Information Contact: Dave Davis  
Region 2 Public Affairs  
503-856-2646 (office) 503-935-9453 (pager)

DATETIME - body text

**HEADLINE**

# ODOT #

Status

**RED**

Highway closure  
or  
major traffic  
incident

RED - Highway Closure or Major Traffic Incident

YELLOW - Serious Traffic Delay

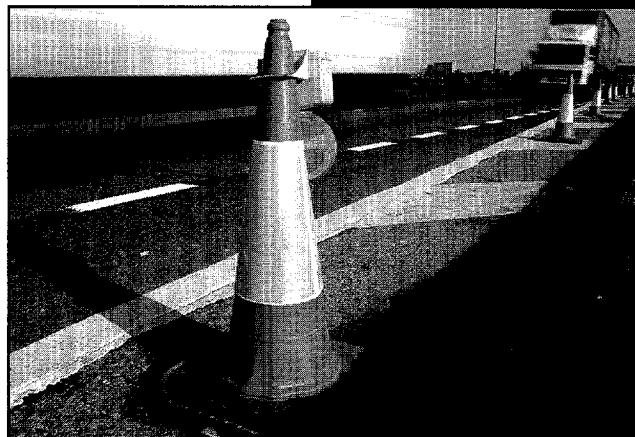
GREEN - Highway Open

Visit the ODOT News Media Center at [www.odot.state.or.us](http://www.odot.state.or.us)

Stewart-Stiles Trucking Company in Salem, Oregon, is a QuickFax subscriber and dispatches the information to its truckers. Dispatcher Joe Darby said the information is useful because it alerts them in time to plan alternate routes for truckers. According to ODOT, this project defers 10 percent of traffic from a delayed area. Davis said, "Our goal is to prevent just one trucker from having to waste time sitting at a roadblock." Additionally, he said the system has been extremely helpful in getting information to the media on traffic congestion on the heavily traveled I-5 corridor.

## System Provides Flexibility for Getting the Message Out to a Specific Corridor of Traffic

This service also provides ODOT with various alternatives for using the system, said Laurie Gould, Region 4 Public Affairs. The broadcast fax system allows for a specific cluster of fax groups, which is useful for reporting information to a specific area. "If we have an accident on I-97, I can go to the fax machine and dial one number for the I-97 corridor group and send information to trucking companies, truck stops, and the media to let them know that the highway is closed."



Oregon Department of Transportation

### TRUCKER'S ADVISORY

**Region 2** Clatsop, Tillamook, Yachats, Polk, Marion, Linn, Lincoln, Benton and Lane Counties

April 10, 2009

**U.S. 101 OPEN NORTH OF FLORENCE, ORE.**

The Oregon Department of Transportation has reopened the Oregon Coast Hwy. (U.S. 101) Cape Cove Slide, approximately 13 miles south of Yachats. The highway had been closed by slide repair activities since Jan. 7.

**WEIGHT RESTRICTION AT COOK'S CHASM BRIDGE SOUTH OF YACHATS, ORE.**

ODOT has placed a weight restriction on the Cook's Chasm Bridge on U.S. 101 two miles south of Yachats, Ore. due to a deteriorated superstructure. The bridge has been restricted to 80 percent of legal load weight, or approximately 32 tons.

Commercial truckers can get up-to-date load restriction and other truck-related information by calling the Oregon Department of Transportation Motor Carrier Branch at (503) 373-0000.

For up-to-the-minute road conditions visit the ODOT Travel Advisor at [www.odot.state.or.us](http://www.odot.state.or.us)

## QuickFax Cost Is Worth It for Speed and Accuracy

ODOT's Davis said the system is worth the \$1,600 average monthly expense because of the speed in which you can get out information. Specific incidents have raised that cost to as much as \$7,000 per month such as when a rock slide closed U.S. 101 for 3 months. Davis said they were sending out faxes every few hours when one lane was finally reopened. He said the lesson learned is to use the system only when traffic flow is affected for 3 hours or more.

**Travelers, including truckers, can also get up-to-the-minute travel information at ODOT's Travel Advisor at [www.tripcheck.com](http://www.tripcheck.com).**

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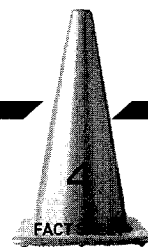
U.S. Department  
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**Federal Highway  
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# Delaware's Survival Plan for the I-95 Shutdown

JULY 2000



**Delaware Department  
of Transportation**



The Delaware Department of Transportation (DelDOT) is in the midst of a major reconstruction project on a heavily traveled section of I-95. Extensive planning by DelDOT, along with widespread community involvement, went into making sure that construction disruptions are kept to a minimum. A year-long information campaign alerted the public about alternate ways to get around the northern Delaware section of I-95, which closed in March for the construction.

## Why Reconstruction Is Needed

I-95 is a vital transportation link for the entire corridor from Maine to Florida. According to DelDOT officials, the roadbed is almost 30 years old and needs serious safety improvements and repairs. Seventy percent of the joints in the sections

that will be replaced have failed or need repair, and on-ramps and bridges need structural or safety improvements. The past mild winters have helped keep the roadbed intact, but DelDOT officials said that one severe winter could cause extensive damage.



The project is not just a resurfacing but includes reconstruction of the underlying roadbed, safety upgrades, major bridge rehabilitation, and drainage improvements.

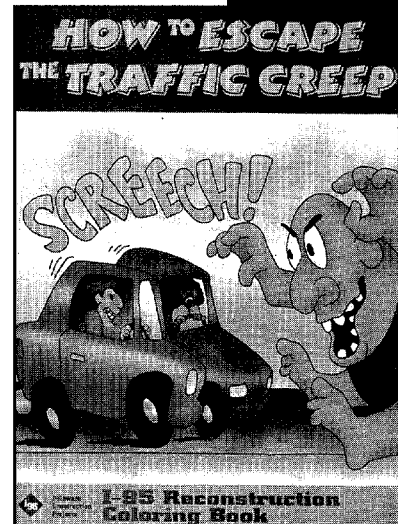
The two-phase project includes the northern Delaware section of I-95 from the Pennsylvania line to just above Route 202. Work is currently underway on the southbound lanes, and when those are completed and opened, the northbound side will follow. In 2002, reconstruction will shift to the Wilmington section of I-95.

## Citizens Group

The I-95 North Working Group, a citizen advisory panel, reviewed several alternatives and recommended using the shortest reasonable construction period. The Working Group considered alternatives that would maintain traffic during construction but concluded that these approaches would slow work on bridges. Closing all lanes on the side being rebuilt was the fastest and the least expensive option chosen by the group to meet the construction objectives.

## Public Information Campaign

Before and during reconstruction DelDOT implemented a multi-tiered plan to improve traffic mobility. The first element was to create public awareness of the project. An aggressive public information campaign included creation of a graphic theme and an animated character called the "Traffic Creep." Newspaper ads, radio advertising, and transit advertising got information out about the I-95 closing. The advertising theme centered on the slogan "Beat the Creep." Additionally, a Survival Guide was published to explain what was happening, when it would happen, and what to do to plan ahead.

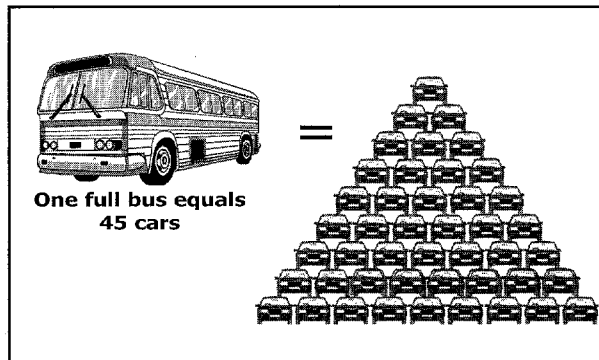


## Traffic Management Improvements

To improve the flow of traffic, DelDOT implemented an Integrated Transportation Management System for reducing congestion. I-95 Geometric Improvements Maps were developed and distributed to the public. Also, real-time camera images of selected major roadways are broadcast on the web at [www.deldot.net](http://www.deldot.net) to allow motorists to plan their route.

## Traveling Together

One DelDOT goal was to get as many cars as possible off I-95. Part of the effort to fight congestion was to encourage motorists to carpool or use public transit. According to DelDOT, one full bus takes 45 cars off the road.



In addition to the existing service, DART First State, an operating division of DelDOT, added 2 new "Expresso" routes that operated from select park and rides. The "Expresso" routes offered passengers a free coffee coupon that could be redeemed in the downtown business district. Also, 3 new SEPTA R2 commuter rail trips were added providing service between Newark, Delaware and Philadelphia, Pennsylvania. With the greatest increase in ridership being on the rail service, passengers enjoyed the convenience of rail and express bus service to avoid traffic congestion due to construction.

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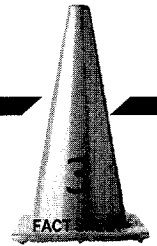
Publication No. FHWA-OP-00-025

# Work Zone Safety Awareness Week

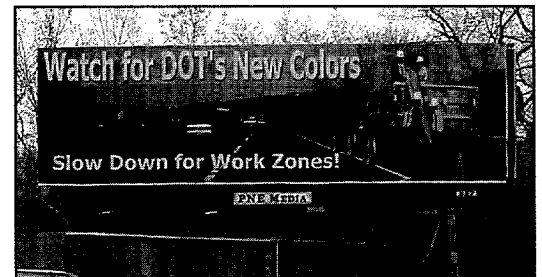
JULY 2000



**Connecticut Department  
of Transportation**



State and local transportation agencies around the nation joined the Federal Highway Administration (FHWA) in a partnership with over 30 other organizations to sponsor National Work Zone Safety Awareness Week. The April 2-8, 2000, campaign sought to raise drivers' awareness of hazards encountered when driving through highway construction and maintenance work zones. Nearly 800 fatal and over 37,000 serious injury crashes occur annually in work zones. In addition, congestion and delays are on the rise across the nation in highway construction and maintenance work zones.



A successful team effort kicked off Connecticut's Work Zone Safety Awareness Week where the Department of Transportation (ConnDOT), Department of Motor Vehicles (ConnDMV), Department of Public Safety (ConnDPS), and their industry partners from the Connecticut Construction Industries Association (CCIA), construction unions, and the DOT maintenance union showcased "Operation Big Orange" to reporters. This police enforcement effort is designed to reduce speeds through construction and maintenance work zones. Reporters were also given an opportunity to see how Variable Message Signs and Highway Advisory Radio are used to alert motorists to highway work zones or traffic incidents.

ConnDOT purchased about \$180,000 worth of radio and television airtime for work zone safety messages. Forty-two radio stations aired 10-second spots following their traffic reports. Five television stations aired 30-second spots of the "At the Office" video. Another video, produced by North Carolina Department of Transportation (NCDOT) and Carolina's Associated General Contractors (AGC), titled "A Sudden Change of Plans," was customized for Connecticut viewers and distributed to driving schools and shown at the Connecticut Bituminous Concrete Annual Conference. ConnDOT also announced and publicized Connecticut's adoption of the strong yellow-green worker safety vests. The American Traffic Safety Services Association (ATSSA) took part in the observance by conducting Safety Workshops for ConnDOT's construction and maintenance employees.



According to the FHWA's Connecticut Division Office, the campaign was a coordinated educational, enforcement, and engineering effort. "We went a step beyond just using the national materials for this campaign." All the materials were customized for Connecticut, and information was displayed on billboards, rest areas, truck stops, schools, transit buses, public libraries, and the Internet.

Displaying Connecticut's strong yellow-green worker safety vest and cap are (l) James Sullivan, Commissioner, ConnDOT, and (r) Carl Gottshall, Assistant Division Administrator, FHWA, Connecticut Division Office.

OPTIMIZING PERFORMANCE

MAKING WORK ZONES WORK BETTER



U.S. Department  
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## Other States related similar success stories from their events:

### Alabama

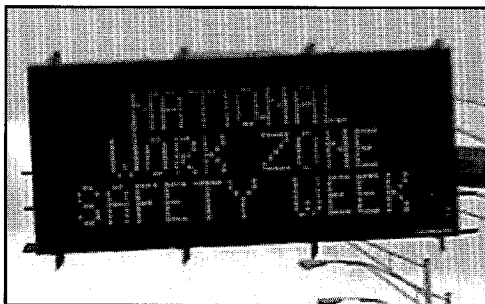
The Statewide campaign combined information and handouts from the national program with the Alabama slogan "People Work There." Commercials and public service announcements ran throughout the week, and actual work zone stories were presented on morning news programs.

### Arizona

The Arizona DOT (ADOT) held a press conference overlooking an interstate work zone in Phoenix. Two ADOT maintenance employees involved in a work zone crash related their stories to the media. Additionally, ADOT was successful in an outreach program to area schools where the video "A Sudden Change of Plans" was distributed, along with posters and fact sheets.

### Georgia

In coordination with National Work Zone Safety Awareness Week, Georgia DOT unveiled a \$1 million public relations and advertising campaign, using the slogan "Slow Down. It Won't Kill You." This campaign is designed to inform motorists of the dangers they face while driving through work zones and of the danger speeding motorists present to construction and maintenance workers.



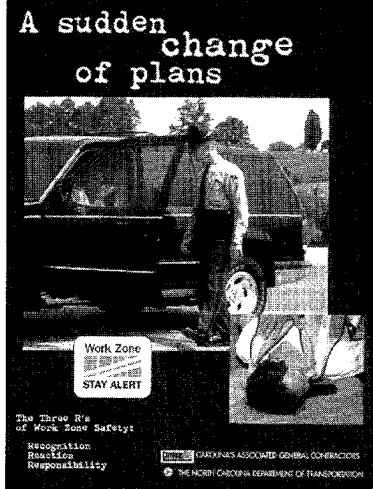
Motorists are informed about National Work Zone Safety Awareness Week.

### Maryland

The Maryland State Highway Administration and the Maryland Transportation Authority partnered on an event and sponsored a number of outreach sessions at public schools throughout the State. During these sessions, the video "A Sudden Change of Plans" was shown and discussed. Some presenters had personal experience with work zone accidents. Other presenters included traffic engineers and construction personnel.

### Virginia

The Virginia DOT (VDOT) launched a comprehensive campaign for its third straight year. In partnership with the Virginia Road and Transportation Builders Association, VDOT coordinated a campaign targeting drivers and highway workers with the message of team work in highway construction zones. NASCAR driver Jeff Burton was featured in radio and TV public service announcements with a safety message. Safety breaks held at rest areas and at park and ride lots for the public were a big success. VDOT provided refreshments and prepared displays, banners, and handouts for these events. Letters to the editors from VDOT resident engineers and district administrators were printed in weekly and daily newspapers around the State. In addition to its State campaign, VDOT hosted the Press Conference of National Work Zone Safety Awareness Week at a hotel near the site of the Springfield interchange where major highway construction is underway.



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